

Our Approach Customers Environment **Employees** Diversity Community Economy

- > Our Commitments
- > Employee Life Cycle
- > Recruitment
- > Compensation and Benefits
- > **Employee Well-Being**
- > Performance & Development
- > Reward & Recognition
- > Succession Planning
- > Transitions
- > Workforce Profile

Employee Well-Being

Supporting physical and mental wellness



Work/Life Flexibility

Flexibility is important to employees of all generations. We are working to provide flexible work options throughout the organization, including telecommuting, flexible time, part-time opportunities, job partnerships and gradual returns from leaves. Although not all positions accommodate every work option, many jobs can be made more flexible, and we are thinking creatively about how, when and where work gets accomplished.

Employees can request paid and unpaid time away to address various circumstances. In Canada, we provide up to eight weeks of unpaid leave to care for a family member who is gravely ill. Our childcare policy treats all parents equally, whether they are the mother, father, biological or adoptive parent – this includes up to 52 weeks off and the possibility for a six-week income top-up to any government childcare benefits. Additionally, TD's volunteer policy allows employees to receive paid time off for volunteering in the community during regular working hours. Managers have the discretion to provide one-and-a-half days of paid time off for volunteering activities in the community.

Workplace Health and Safety

Wherever we operate around the world, we have a health and safety (H&S) policy and program in place, and our employees and managers play a valuable role in maintaining TD's excellent H&S record. In Canada, we have a National Policy H&S Committee, H&S representatives at each work location (over 1,500) and H&S training for all managers and H&S representatives.

In the U.S., TD Bank has 12 Safety Committees involving 170 employees who meet quarterly.

Workplace Accident Statistics ¹ (Canada)			
	2006	2007	2008
Minor Injuries ²	233 (0.54%)	243 (0.54%)	235 (0.51%)
Disabling Injuries ³	66 (0.15%)	76 (0.17%)	85 (0.19%)
Employee Days Absent Beyond Day of Injury	1,110	654	834

¹Latest data available. The 2009 data will be reported to the Canadian government in spring 2010. Figures in parentheses indicate accident statistics as a percentage of the TD population as at the end of that year. ²Injuries that are treated in the workplace, with no time lost beyond the day of the injury. ³Injuries that result in lost time in the workplace on any day following the injury. For each of the years shown, there were no workplace fatalities or disabling injuries that resulted in permanent loss or loss of use of a body part or function.

The majority of disabling injuries within our industry are a result of slips or falls on icy surfaces or due to tripping on a loose cord or irregular carpeting.

Wellness Programs

In Canada, TD offers a range of wellness programs, tools and resources – available from work and from home, 24 hours a day, seven days a week – to help our employees achieve a healthy balance. Programs include our Employee Assistance Program, Feeling Better Now, online wellness videos, online ergonomic training, Critical Incident Trauma Response and back-up childcare. We provide online education, guidance and tools to assist our workforce regarding serious communicable diseases, such as malaria, AIDS, mononucleosis, hepatitis and tuberculosis.

In the U.S., TD Bank employees have access to discounts on gym memberships, weight loss programs and certain medical services. Wholesale Banking holds semi-annual Health Fairs where employees can get blood pressure checks, dental and vision consultations, massages and chiropractic and foot evaluations. In the U.K., our wellness programs include yoga classes, massages, health heart assessments and other activities all designed to support a healthy balance between work and life.

Financial Help and Advice

During the economic upheaval of 2009, we recognized that some of our employees might need our support in meeting their financial obligations. Through our online updates, we let employees know that the same confidential financial advice and support we offer customers was available to them. Through our TD Helps program for employees in Canada, we assisted approximately 230 employee households with umbrella loans, mortgage capitalization and loan extensions.

H1N1 Preparedness

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- KPIs
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- Charts and Graphs
- Case Studies
- Scorecards and Priorities for 2010
- PDF downloads

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Adding to the financial stress of 2009 was the anxiety over the anticipated H1N1 pandemic. A regularly updated internal Canadian website provided information on TD's preparedness and planning, frequently asked questions and links to official government information sites.

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